

NICOR NATURAL GAS SUMMARY      BATAVIA STANDARD (AMOCO)

DATE	MONTHLY CUSTOMER CHARGE	TOTAL DELIVERY CHARGES	TOTAL BILL	DELIVERY CHG.AS % OF TOT.	OVRCHG RELATIVE TO NEW	ACCUM W/ INTER @ 5 %
11-Oct-00	\$16.00	\$16.00	\$35.62	45%	\$0.00	
08-Sep-00	\$54.50	\$54.50	\$34.79	157%	\$38.50	\$2,381.78
07-Aug-00	\$54.50	\$54.50	\$80.75	67%	\$38.50	\$2,333.55
14-Jul-00	\$7.27	\$8.64	\$78.65	11%	(\$8.73)	\$2,285.53
10-Jul-00	\$54.50	\$54.50	\$56.23	97%	\$38.50	\$2,284.92
08-Jun-00	\$54.50	\$58.62	\$52.81	111%	\$38.50	\$2,237.09
09-May-00	\$54.50	\$72.38	\$77.87	93%	\$38.50	\$2,189.46
09-May-00	\$54.50	\$65.50	\$0.00	ERR	\$38.50	\$2,142.02
07-Apr-00	\$54.50	\$76.42	\$82.68	92%	\$38.50	\$2,094.77
09-Mar-00	\$54.50	\$85.08	\$92.05	92%	\$38.50	\$2,047.72
09-Jan-00	\$54.50	\$129.04	\$805.47	16%	\$38.50	\$2,000.86
09-Dec-99	\$54.50	\$77.23	\$149.45	52%	\$38.50	\$1,954.19
09-Nov-99	\$54.50	\$72.50	\$119.87	60%	\$38.50	\$1,907.71
08-Oct-99	\$54.50	\$58.65	\$38.72	151%	\$38.50	\$1,861.42
09-Sep-99	\$54.50	\$54.50	\$0.00	ERR	\$38.50	\$1,815.32
10-Aug-99	\$54.50	\$54.50	\$0.00	ERR	\$38.50	\$1,769.40
12-Jul-99	\$54.50	\$54.50	\$0.00	ERR	\$38.50	\$1,723.68
09-Jun-99	\$109.00	\$115.94	\$0.00	ERR	\$93.00	\$1,678.14
11-May-99	\$54.50	\$71.16	\$0.00	ERR	\$38.50	\$1,578.29
12-Apr-99	\$54.50	\$87.95	\$0.00	ERR	\$38.50	\$1,533.34
11-Mar-99	\$54.50	\$89.99	\$238.83	38%	\$38.50	\$1,488.58
10-Feb-99	\$54.50	\$127.91	\$521.51	25%	\$38.50	\$1,444.01
12-Jan-99	\$54.50	\$95.35	\$159.14	60%	\$38.50	\$1,399.61
09-Dec-98	\$54.50	\$65.44	\$97.65	67%	\$38.50	\$1,355.39
10-Nov-98	\$54.50	\$74.82	\$47.39	158%	\$38.50	\$1,311.36
10-Oct-98	\$54.50	\$54.50	\$0.00	ERR	\$38.50	\$1,267.51
09-Sep-98	\$54.50	\$54.50	\$55.67	98%	\$38.50	\$1,223.83
11-Aug-98	\$109.00	\$109.00	\$111.36	98%	\$93.00	\$1,180.33
10-Jun-98	\$54.50	\$54.50	\$18.97	287%	\$38.50	\$1,082.51
11-May-98	\$54.50	\$69.39	\$105.84	66%	\$38.50	\$1,039.59
11-May-98	\$54.50	\$58.59	\$0.00	ERR	\$38.50	\$996.85
09-Apr-98	\$54.50	\$80.89	\$156.56	52%	\$38.50	\$954.28
11-Mar-98	\$54.50	\$85.74	\$179.46	48%	\$38.50	\$911.88
10-Feb-98	\$54.50	\$106.58	\$304.03	35%	\$38.50	\$869.66
12-Jan-98	\$51.50	\$86.21	\$222.30	39%	\$35.50	\$827.61
10-Dec-97	\$50.00	\$81.91	\$211.54	39%	\$34.00	\$788.73
10-Nov-97	\$50.00	\$70.25	\$124.01	57%	\$34.00	\$751.51
06-Oct-97	\$100.00	\$100.00	\$102.16	98%	\$84.00	\$714.44
11-Aug-97	\$100.00	\$100.00	\$102.16	98%	\$84.00	\$627.52
11-Jun-97	\$100.00	\$114.83	\$16.51	696%	\$84.00	\$540.96
12-May-97	\$50.00	\$73.56	\$129.09	57%	\$34.00	\$454.75
11-Apr-97	\$50.00	\$74.96	\$152.18	49%	\$34.00	\$418.89
12-Mar-97	\$50.00	\$95.10	\$321.77	30%	\$34.00	\$383.18
10-Feb-97	\$50.00	\$127.02	\$598.75	21%	\$34.00	\$347.62
10-Jan-97	\$50.00	\$93.05	\$282.53	33%	\$34.00	\$312.20
10-Dec-96	\$50.00	\$85.41	\$215.58	40%	\$34.00	\$276.92
09-Nov-96	\$50.00				\$34.00	\$241.79
09-Oct-96	\$50.00				\$34.00	\$206.81
09-Sep-96	\$50.00				\$34.00	\$171.96
09-Aug-96	\$50.00				\$34.00	\$137.26
09-Jul-96	\$50.00				\$34.00	\$102.70
09-Jun-96	\$50.00				\$34.00	\$68.28
09-May-96	\$50.00				\$34.00	\$34.00

OVERCHARGE AFTER 4/96

\$2,129.77



October 13, 2000

Batavia Standard  
27 N Batavia Ave  
Batavia, IL 60510

Account 3-27-90-0840  
Meter # 3890656

Dear Customer:

Thank you for providing us with an updated list of your natural gas equipment and the input Btu per hour for 27 N Batavia Ave, Batavia and Meter Number 3890656.

After reviewing the survey information, we have found that you are eligible for a lower Monthly Customer Charge. Your charge will decrease from \$50 to \$16.00. We will adjust your next bill retroactive to October 23, 2000.

If you have any questions, please feel free to contact us at 888/NICOR4U (888/642-6748). We value the opportunity to serve you.

Sincerely,

Customer Care Services

10/23 PHONED MALCOLM QUICK<sup>IC</sup>  
983-8676

left a message that service charge  
correction must be retroactive  
to the origin date for the  
error. S. Cho



**Nicor Gas**  
1844 Ferry Road  
Naperville, IL 60563-9600

Mailing Address:  
P.O. Box 190  
Aurora, IL 60507-0190

Phone 630 983-8676  
Internet [www.nicorinc.com](http://www.nicorinc.com)

October 23, 2000

Mr. Stan Oke  
Batavia Amoco  
27 North Batavia Avenue  
Batavia, Illinois 60510

Dear Mr. Oke,

As you stated in your recent telephone message, based on the input ratings of your gas equipment, Nicor Gas has refunded to you the difference in the two monthly customers for Rate 4A and Rate 4B, for three billing periods.

The current three-part monthly customer charge became effective in April, 1996 when the Illinois Commerce Commission approved the company's rates and rate design. At that time all commercial customers served on Rate 4 were sent a letter requesting that they survey their equipment input ratings to make sure they were being billed the correct monthly customer charge. A copy of the letter is enclosed for your review. It is the same letter we recently sent to you, that you stated you had not received. Based on the result of the surveys, the company did change hundreds of accounts.

Since you did not respond to the original survey, your account remained on Rate 4B until you recently brought up the issue. I have enclosed for your review a copy of the company's Terms and Conditions related to rate selection. As this provision states, the company will assist the customer in selecting a rate but it remains the customer's responsibility to select the proper rate for his use.

Since the 1996 survey letter was mailed, the company made it a policy not to refund money for a change in monthly customer charge but only go forward with the new charge. Thus, the company believes that the three month refund is appropriate based on the time the issue was first brought to our attention.

Sincerely,

Malcolm J. Quick

Enclosures

983-8675 x 2125



## BATAVIA AMOCO SERVICE CENTER

27 North Batavia Avenue Batavia, Illinois 60510  
630 879-0999 • Fax 630 406-1117

Family owned and operated for nearly 20 years.

Open Monday - Saturday, 6 am to 12 midnight, open Sundays!!!

Mr. Malcolm Quick  
Nicor Gas  
P O Box 190  
Aurora, Illinois, 60507-0190

November 3, 2000

Dear Mr. Quick:

Thank you for revising my Delivery charge rate, and refunding back three months.

I have read your company position relative to the time of my notification, and your refusal to refund the over charge to any earlier period. I regretfully disagree based on the following:

- 1) Nothing on your bill indicates that my service charge is different from any other available rate.
- 2) I previously never received, nor has my manager ever seen or received your survey of 1996.
- 3) There is nothing in my record that states or implies I have ever used the quantity of gas required to justify a high volume delivery charge.
- 4) For a long, yet undetermined time you have significantly overcharged me, for which I have received no benefit.
- 5) The back of your bill states "These charges cover our fixed and variable distribution costs. A portion of these charges varies month-to-month based on the amount of natural gas volumes flowing through a meter". This leads the customer to believe the delivery charge is based on true need.

Please provide the following so I can determine the merits of pursuing this matter with the Illinois Commerce Commission.

- A) Specification of each of your delivery rates ranging from small to large users, for both the current period, and earlier periods dating back to 1981.
- B) Dates of application for the above rates.
- C) Conversion factors for me to evaluate my exact usage relative to your rate classes from the data provided on your bills.
- D) A written policy that specifies your refund practices.

Thank you,

  
Stanley A. Oke

MAILED 11/3/00

Mr. Tom Fisher  
Chief Executive Officer  
Nicor Gas  
P O Box 190  
Aurora, Illinois 60507-0190

November 9, 2000

Mr. Fisher,


Subject: Retroactive rate adjustment for Batavia Amoco Service, your  
Account # 3-27-900840-7

Recent communications with your representative, Malcolm Quick has identified a rate classification error dating back to April 1996. He has agreed to reduce my monthly customer charge from \$54.50 to \$16.00, but states that company policy does not allow refunding any charges in excess of three months. Multiple visits to your company offices have proven to be frustrating and unproductive.

I calculate the value of the overcharge to be \$2381.78 when accumulated with the 5% interest specified by the Illinois Commerce commission. Their regulations clearly state: "In the event that a customer pays a bill as submitted by a public utility and the billing is later found to be incorrect due to an error either in charging more than the published rate, or in charging for the incorrect class of service, the utility shall refund the overcharge with interest from the date of overpayment by the customer."

I request your intervention to obtain a full refund, as your company truly did not incur any additional expense during the period, and I truly did not receive any additional benefit during the period of the erroneous rate classification. As I stated to Mr. Quick, there is nothing on your bill to indicate that alternate rates are available to assist a customer in confirming that he is properly classified and billed, so the stated policy limitation is both against the code and unreasonable. Statements on the back side of your bill further confuse the issue by stating delivery charge rates vary according to flow rates through your meter, not by company classification as is the case.

Thank you in advance for your assistance in this mater.

Respectfully,  
  
Stanley A. Oke  
President  
Batavia Amoco Service  
(4 enclosures)